



Achieving HOPE



2015 ANNUAL REPORT


New Hope
Services, Inc.

New Lives, New Futures, New Hope

2015 HIGHLIGHTS

- New Hope approved for M. Fine on Spring housing development
- NHS recognizes Disability Awareness Month (March) and Child Abuse Prevention/Fair Housing Month (April)
- HopeCare Clinic opens second location at Kids Place
- Healthy Families program expands into Floyd County
- NHS promotes World Breastfeeding Week
- Aberdeen Woods Phase IV approved; property purchased
- Ivy Tech partners with Jefferson County WIC to add lactation suite for students and faculty
- *Achieving HOPE* Campaign completed, \$1,021,460 raised
- Employee Appreciation Event thanks employees and recognizes excellence

The *Achieving HOPE* Campaign receives major grants and gifts from:

- Construction Consulting Services
- The Gheens Foundation
- LBM Construction Co.
- Edwina Anderegg
- George Pfau's Sons Company
- Padgett, Inc.
- Ronald McDonald House Charities of Kentuckiana
- New Washington State Bank
- Greater North Clark Health Foundation

BOARD OF DIRECTORS



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Vicky Kent Haire



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Chet Michell



Penny Neace



Sandy Ringer

NEW HOPE SERVICES EMPLOYEE AWARD WINNERS

Each year New Hope Services honors employees who were nominated by their peers for their outstanding achievements. They were honored at a dinner event for all employees. CEO James Bosley and COO Jody Reschar presented the awards.



**Board of Directors
Award:**
Missy Smith
*Family Services, Healthy
Families Assistant Manager*



**President's Leadership
Award:**
Bethany Cooper
*Family Services, CAPS
Program Manager*



Service Award:
Tammy Mathis
*Adult Services, Direct
Support Professional*



Service Award:
David Keck
*Adult Services, Direct
Support Professional*



Service Award:
Staci Campton
*Human Resources,
Recruitment Manager*

FROM THE CHAIR AND CEO

Dear Friends,

We are pleased to share with you our 2015 annual report, with photos and stories we hope you will read and enjoy. Of note are a few of our successes mentioned below and in the following pages.

First and foremost, thank you for your support of New Hope and the *Achieving HOPE* Campaign. Our campaign concluded in 2015, having raised \$1,021,460. We did it – together!

Housing & Community Development activities increased significantly last year, as we were approved for a fourth phase of development at Aberdeen Woods and for an exciting new affordable housing development, M. Fine on Spring in downtown Jeffersonville.

Our other two focus areas – Adult Services and Family Services – served more of our neighbors in Southern Indiana than ever before: 14,428 individuals and families. The needs are ongoing and in some cases increasing; and we have been here for 57 years to help meet those needs.

The HopeCare Clinic is now in two locations, at the Commons and at Kids Place in Scottsburg, to serve the reproductive health needs of area residents.

And our Healthy Families program expanded into Floyd County last year, supporting new and expectant parents that are referred to us for assistance.

Again, thank you to everyone who supports New Hope and its families – we couldn't do what we do without you!

Sincerely,



A handwritten signature in blue ink that reads "Brad Walker".

Brad Walker
Chairman of the Board



A handwritten signature in blue ink that reads "James A. Bosley".

James A. Bosley
President & CEO



ADULT SERVICES

Mission: To decrease marginalization of individuals with disabilities through community integration, vocational and educational opportunities, improvement of life skills, and family support.

The Adult Services program works with adults with disabilities and their families, helping them to increase vocational and employment skills, adult daily living skills, community integration, self care, and household duties in order to increase independence.

Adult Services Programs

- Adult Community Empowerment Services (ACES)
- Skills Training
- Employment Services
- Supported Living
- Work Services / Vocational Training
- Respite, Attendant Care, Homemaker Services
- Hope SeniorCare
- Behavior Management Services
- Community Habilitation



384
ADULTS
SERVED IN
2015

PROGRAM SPOTLIGHT:

COMMUNITY HABILITATION

Provides purposeful, goal oriented activities that promote inclusion for adults with intellectual or developmental disabilities. It focuses on community integration, but also incorporates activities at New Hope that increase daily living skills.

It is designed to help clients reach their highest level of independence in personal, social, and daily living skills and promote community inclusion. Activities can be in group settings or one-on-one with a direct support professional. Each client has an individualized care plan that uses his/her goals.

Activities can include practicing safety, money or social skills, art, volunteering, gardening, educational events and games, cooking, exercise, and learning how to navigate and access the community. Visits to local shopping areas, museums, restaurants, libraries, fairs, visitor centers, parks, fitness centers, zoos, animal shelters, movie theaters, festivals, and the like can increase independence and provide meaningful days to our clients.

MARY KAY

Mary Kay has been coming to New Hope since 2010. Originally participating in the Work Services program, she now enjoys ACES – Adult Community Empowerment Services – where her favorite activity is socializing with friends.



You will often see her calling bingo, leading a group, or out in the community; but no matter the case, you will always see a smile on her face!

Here, Mary Kay plays bingo at a community center. She is our 2015 ACES Consumer of the Year. If you ask Mary Kay about her time with New Hope, she will simply say “New Hope is my home.” We are incredibly lucky to have her as a part of our New Hope family!

SHANNEL

Shannel has been at New Hope less than a year, but she is already an important part of the assembly team in Work Services. She receives pre-vocational and community habilitation services, which among other things help her work on her financial skills and budgeting.



She says, "I love coming to New Hope; all the staff are great, and I get a chance to get out and go shopping." Above, Shannel and staff met with Jeffersonville Mayor Mike Moore, who presented a proclamation declaring March as Disability Awareness Month. Afterwards she said, "The Mayor is a really nice guy and he loves the Jeffersonville Red Devils!"

KEITH

Keith has been with New Hope since 2010 and works in Work Services on our Walmart assembly line recycling boxes. When he isn't doing that, you can find him out in the community spending time with staff at Waterfront Park or the local YMCA. Keith also loves going to the library and finding new interests. "I enjoy the library because I can get a CD, DVD, or even a book."



"COWBOY"

Gary "Cowboy" McCowan is one of a kind. Maybe you've seen him cheering on Jeff High at a game or down at the River Stage enjoying a show, but if you live in Southern Indiana, you know Cowboy!

What you may not know is that Cowboy has been a client at New Hope for nearly 15 years and that we have helped him achieve his goals and enjoy many life-enriching experiences.

Cowboy always knows what's going on around town and has a keen interest in current events. Last fall we helped further that interest by providing a firsthand look at how the news is generated. We arranged for him to visit WLKY-TV in Louisville, where he watched the news being broadcast. He even tried his hand at meteorology! Cowboy enjoys life, and we get to share in his day-to-day experiences.

FAMILY SERVICES

Mission: To promote and strengthen each family by providing the foundation upon which healthy families can flourish.

Our programs range from supplemental foods and nutrition counseling to intensive home-based assistance and family planning services. These programs work in collaboration, focused on prevention and promoting health, to ensure families receive services that are responsive to their individual needs.

Family Services Programs

- CAPS (Child Advocacy & Parental Support)
- Healthy Families
- WIC (Women, Infants and Children)
- HopeCare Family Planning Clinic



13,753
CHILDREN
AND FAMILIES
SERVED IN
2015



PROGRAM SPOTLIGHT: HEALTHY FAMILIES

Healthy Families is a free, voluntary, and confidential program designed to assist new and expecting parents in preparing for, and adjusting to, parenthood. Our Family Support Specialists may work with a family before the baby is born and until the child turns 3.

Education on safe sleep, shaken infant, child development and parenting, as well as goal setting and community resources are provided weekly to new families. The goal is to help their children have a healthy start in life. New Hope currently serves 8 counties with this program.





SAMANTHA'S STORY

The road to motherhood did not start out smoothly for Samantha Jones. While pregnant she was attacked in her home by a burglar with a knife, causing severe injury to her face, neck and torso. Working in a factory at the time, she was forced to take short-term disability due to her injuries.

Shortly after this traumatic experience, she was offered the opportunity to participate in Healthy Families, a free, voluntary home visiting program for new and expectant parents. Samantha accepted, and in doing so developed a support system that walked alongside her as she healed both physically and emotionally.

Her home visits with Family Support Specialist Sandy Goen began three months before her daughter, Harmony, arrived. The program helped her transition into her new role as a mother and to create a warm, nurturing environment for her daughter.

Samantha wanted more for her daughter than she had experienced as a child. She had been raised by a drug addicted mother, so she benefitted greatly from the information provided on nurturing, child development, and appropriate expectations.

"Samantha asks great questions," said Sandy, "and she explores new ideas and activities with Harmony. Her excellent parenting is evident when I see her thriving, happy baby."

As part of the Healthy Families program, Sandy and Samantha explored personal goals. Samantha set a goal of obtaining a better education and career; Sandy provided support and resources for her; seeing the potential in Samantha, she encouraged and validated her positive choices.

Healthy Families Supervisor Marjorie Elliott observed, "Sandy was the impetus that gave Samantha the added push. The ability was already in her; Sandy helped her to realize it and move her to action."

Today Samantha has completed a medical assisting certificate and is working in a medical office. She is committed to her goals, working four days a week and attending class the other three, all while maintaining her responsibilities as a mother. Marjorie and Sandy report that they could not be more proud of her and the wonderful progress she has made in just the last year with the program.

Samantha in turn is thankful for the support she receives. She states, "Healthy Families is a great program. I look forward to Sandy coming each week because she brings all kinds of information on my daughter's growth and development and she has helped me reach our goals. Harmony absolutely loves her!"



HOUSING & COMMUNITY DEVELOPMENT

Mission: To provide direction and leadership in the development of safe, affordable and suitable housing in response to public need.

Housing & Community Development Programs:

- Apartment Communities
- Community Development

291
INDIVIDUALS
AND FAMILIES
SERVED IN
2015



Duplex at Aberdeen Woods



PROGRAM SPOTLIGHT: M. FINE ON SPRING

M. Fine on Spring is an adaptive reuse senior housing development, converting an existing building in Jeffersonville, IN into 51 affordable housing apartments. The project will feature one and two bedroom units, some of which will be handicapped accessible. The residents will enjoy an on-site fitness center, theater, restaurant, multiple community room spaces, and an outdoor roof terrace.

Located at 835 Spring Street, the property was originally home to the M. Fine & Sons shirt-making factory in the 1930s, hence the name. It stood vacant for many years, was occupied for a short time by a roofing company, and for the past 20 years was home to a popular haunted house attraction called "Industrial Nightmare."

The property is ideal for redevelopment, giving new life to a vacant building in the heart of Jeffersonville and providing affordable housing for seniors in a convenient location. The surrounding area is also being redeveloped as part of the community's Gateway





Project with an arts and cultural district, green space, outdoor games, food and entertainment.

Construction is scheduled to start in summer 2016 with renovation of the 50,000 square-foot building, the addition of 24,000 square feet of new construction, a facelift to the building, 3-story entrance lobby, and street level parking. It is a \$10.5 million project that should take at least a year, with opening planned for 2017.



ABERDEEN WOODS

Aberdeen Woods provides unique, pleasant and safe living arrangements for seniors in Southern Indiana that no other facility currently provides. Located on North Falcon Ridge on the outskirts of Jeffersonville, this duplex community has been developed in phases.

Phase III was completed last fall and all 30 units are occupied. Phase IV is in development and consists of 4 duplexes; when completed it will bring the total to 38. Each duplex features 2 or 3 bedrooms, 2 baths and either 1,150 or 1,270 square feet respectively. A gazebo, playground and community center are planned for Phase V and VI.

Our sincere thanks to the **James Graham Brown Foundation** for their significant financial support that enabled us to complete Phase III.

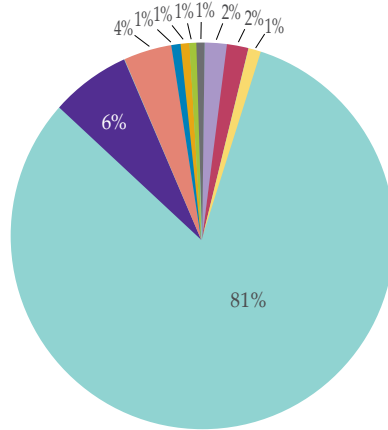
Seniors raising grandchildren is a focus of this development but not a requirement. It recognizes the evolving needs of seniors as many find themselves continuing to support their children and grandchildren. While most seniors have stable incomes, they aren't necessarily able to provide for additional family members, and this new lifestyle trend is making it more difficult for them to meet such needs.

Quality affordable housing continues to be a critical need in Southern Indiana, and New Hope will continue to play a role as a developer of great, attractive, affordable housing as opportunities present.

REPORT TO THE COMMUNITY

PEOPLE SERVED

Adults Served, Housing Program	291
Adult Services Programs	243
Employment Services Program	141
Women, Infants & Children (WIC)	11,754
Child Advocacy & Parental Support (CAPS)	912
Healthy Families	623
Family Preservation	133
Family Therapy	113
Child Care	99
HopeCare Clinic	119
Total Served	14,428



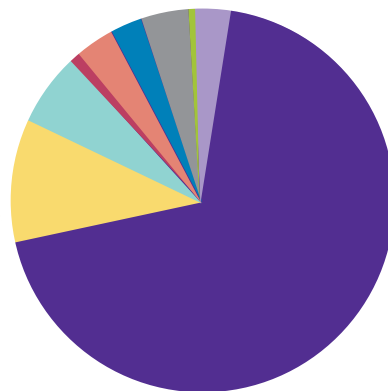
AFFORDABLE HOUSING COMMUNITIES

Highland Glen	\$273,501
Willow Trace	\$221,531
Quartermaster Court	\$224,078
Forest Glen I	\$208,312
Forest Glen II	\$54,836
Forest Glen Commons	\$60,400
Aberdeen Woods	\$125,184
Rivers Edge	\$215,821
Duck Creek	\$285,043

(Annual Operating Budgets)

INCOME

Contributions	4%
Gov't Agency Program Service Fees	68%
Gov't Agency Grants	10%
Gov't Agency - other	6%
Thrift Store Sales, net	1%
Work Services income	3%
Child Care income	3%
Rental income	4%
Other sources	1%
Total Income	\$8,713,801

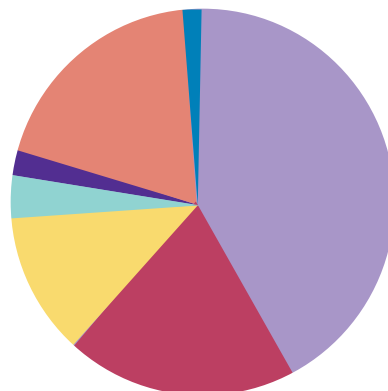


ECONOMIC IMPACT

Total Employees	161
Salaries, Compensation	\$4,609,435
Employee Benefits	\$517,907
Employment Taxes, SS	\$333,395
Value of Real Estate	\$12,343,543
Goods and Services Purchased	\$7,890,320
Unreimbursed Care	\$131,534
Total	\$25,826,134

EXPENSES

Program Services:	
Services for Families & Children	42%
Services for Adults	19%
Housing Development & Services	13%
Thrift Store Operations	3%
Other Programs	2%
Administration and General	20%
Fundraising	1%
Total Expenses	\$8,359,398



Net Assets \$4,265,681

All figures as reported in the Audited Financial Statements for the year ended June 30, 2015.

WISHBOOK STORIES

Wish Book is a partnership between New Hope Services and the *News and Tribune*, raising funds and donations of household goods and other items to help half a dozen families each year around the holidays. Stories (abridged) and photos courtesy of *News and Tribune*.

Generous gifts of \$8,000 and donations of goods and home repairs helped five deserving families, who were awed by the support of the community last holiday season. *Thank you, donors, one and all!*



A PLACE OF HER OWN

If staying at home with two children younger than three can be called a break, it's the first break she's had in nine months. Destiny Longwell spent her maternity leave in a small apartment with her two-year-old daughter, Nevaeh and her newborn son, Braxton. Up until the last month of her pregnancy, Destiny was working two jobs for seven days a week.

She was glad to have the time off with her little family, but she said she's more comfortable when she knows she's providing for her children. "I just want to get back to work," Destiny said. "...I just feel better when I know exactly how my day's going to go, exactly what I have planned and exactly what I have to do."

Destiny hasn't always had her own space. At age 18 she lived in a youth home, finishing up her honors diploma at Our Lady of Providence High School in Clarksville. She left the facility with the allowance she'd saved up for weeks, a total of \$36. She felt she couldn't rely on her parents, nor could she live on her own. She was homeless...

Wish Book helped them settle in a new home with much needed furniture, a microwave, toaster, and cleaning supplies; and new tires for the car. Destiny was very touched by the kindness of the community.

A BIG HEART

Five kids, all 7 or 8 years old, grab their clothes from the oversized couch early in the morning to prepare for the day at Spring Hill Elementary School. Come afternoon, the couch snugly accommodates all five children, plus Gladys Holland, her infant son Timothy and her mother-in-law, Carla Seaton.

"It's chaos some days," Gladys said. "I love each and every one of them."

Last April Holland's family expanded from two children - her twins, Mercedes and Romello - to five children when she decided to take in her three second cousins, twins Kylee and Kayden and Alliyah.

"Basically, I didn't want them to go to foster care," she said.

Carla moved in to help with the family that more than doubled in size. Gladys calls Carla her "best friend/guardian angel/mother-in-law."

Wish Book provided the household's six children with both needs and wants last Christmas and a gift card to purchase groceries for Christmas dinner. Gladys was incredibly appreciative to have such a wonderful Christmas. She continues to work diligently to meet the needs of her family and has worked with her Family Support Specialist on a plan for housing to accommodate the family.



LEUTHART – MCKEAN – WILLIAMS SOCIETY

As of December 30, 2015

PHILANTHROPIST

\$100,000 Plus

Edwina and Arthur* Anderegg
James Graham Brown Foundation
HEME, Inc.
John and Penny Neace
New Hope Services Employees
The Paul Ogle Foundation, Inc.
WHAS Crusade for Children

FOUNDER

\$50,000 - \$100,000

James A. Bosley
The Gheens Foundation
PNC Foundation
United Way of Scott Co.
Walmart Foundation

GOOD SAMARITAN

\$25,000 - \$50,000

Ashley Furniture Industries, Inc.
Walter T. and Hazel Bales
Foundation
Horseshoe Foundation of Floyd Co.
Robert Lynn Company
Linda S. Lynn
Geo. Pfau's Sons Company
PNC Bank

BENEFACTOR

\$10,000 - \$25,000

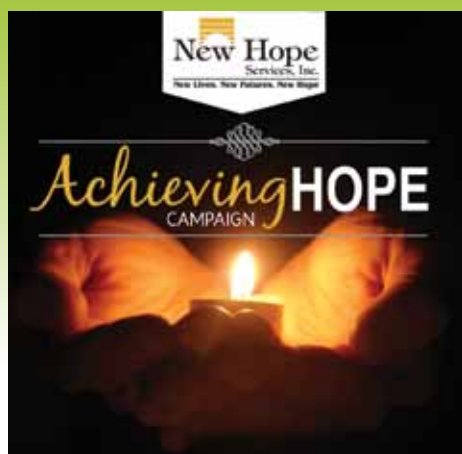
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We Care
Ralph Wilson
WMPI Radio
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\$5,000 - \$10,000

America Place
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L. Thorn Co.
Brad Walker
Walnut Ridge Nursery
Zoeller Company

* Deceased



ACHIEVING HOPE CAMPAIGN RAISES \$1,021,460!

We did it – together! Thank you for your generous support of our campaign. We reached and surpassed our \$1 million goal to further the mission and vision of New Hope.

Our work goes on, of course, and we invite you to continue your support of our work and help create a quality life for all in our community.

2015 DONORS

Our sincere thanks to all who made this past year a success. Your contributions in support of our mission helped New Hope reach new heights in the quality of services provided. Without your generosity it would not be possible for us to continue toward realization of our vision of "A quality life for all in our community."

\$25,000 to \$49,999

John Neace
The Gheens Foundation
Linda Lynn

\$10,000 to \$24,999

Construction Consulting Services
Edwina Anderegg
LBM Construction Co.
Morgan Family Fund
New Washington State Bank
George Pfau's Sons Co.

\$5,000 to \$9,999

Padgett Inc.
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Curt Richards
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\$500 to \$1,999

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Bob and Tammy Courtney
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Scott County Kids First
Falls City Brewing Co.
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TSI Paving
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Agency
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Under \$500

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Caroline R. Guthrie

* Donations are from 7/1/14 through 12/31/15 (18 months)

Continued next page

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Mills, Biggs, Haire & Reisert
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Lookatch
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Edwina Anderegg
David and Renata Lewis

Robbie Daniel
Mary Frances Kernen

Jennifer L. Jones
James T. R. Jones

Judge Joseph P. Weber
James and Joann Marquart

George (Buzz) Coleman
James Carson

Sandi Webster
Glen L. Bonsett

IN MEMORY OF

Arthur Anderegg
David and Renata Lewis

William Ross Davis

Nancy Davis
Jess Mahanes
Dinah Smith

Mary Ann Fisher

Barbara Amy
James Becker
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Glenn and Beverly Glaser
Caroline R. Guthrie
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Mabel Boyle

Marsha and Roger Emily
Marcia Miller

Brent Davis

Sandy Ringer

Christopher Bosley

Elizabeth Adams
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American Apartment
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Shanae Cherry
Vicki Conlin
Todd Crawford
First Savings Bank
Patty Gillette
Rhonda Gividen
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Debbie Heacock
Marcia and Garry Hubbert
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James and Julia Kidwell
Kuhl & Grant LLP
Jayne Labes
Paula and Bob Langford
Gerald Larson, MD
John Ledford
Bonnie Long
Vince Malovich
Melissa Olsen
Justin Patton
Rauch, Inc.
Jim Richardson
Jean Robbins

New Hope Services has made every effort to correctly acknowledge every donor. If we have made an error or missed someone, please contact the Development Office at 812-288-8248 ext. 120.

* Donations are from 7/1/14 through 12/31/15 (18 months)

2015 EMPLOYEE DONORS

Through the years New Hope has been served by devoted, hardworking, and caring employees. Each year employees are given an opportunity to support New Hope's mission through the Count Me In employee campaign. We appreciate all employees for their good work and dedication, and we recognize below those that gave financially to support our mission. For everything they do to support New Hope and our clients we say, "Thank you."

Elizabeth Adams
Holly Armstrong
Sandra Arrington
Cheryl Ashby
Dana Avolio
David Benningfield
James A. Bosley
John Broady
Annette Brown
Marsha Brown
Melissa Brunton
Brenda Bush
Rebecca Campbell
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Shanae Cherry
Cara Chumley
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Bethany Cooper
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Michelle Smith
Celeste Smuskiewicz
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Darlene Stevens
Jacquelyn Strickland
Kimberly Tungate

Klarinda Tutterow
John Watkins
Brittany Weikel
Ashley Wells
Tonya Wetzel
Bruce White
Rondesia Whitlow
Kari Wright



LOCATIONS



**New Hope Corporate Office
& Senior Center**
725 Wall Street
Jeffersonville, IN 47130
(812) 288-8248



New Hope Commons
Family Services
HopeCare Clinic
1302 Wall Street
Jeffersonville, IN 47130
(812) 288-4304



Kids Place
Family and Adult Services,
HopeCare Clinic
1642 West McClain Ave.
Scottsburg, IN 47170
(812) 752-4892

COUNTIES SERVED

Bartholomew
Clark
Fayette
Floyd
Harrison
Jackson
Jefferson
Jennings
Madison
Rush
Scott
Union
Vermillion
Washington

ACCREDITATIONS AND CERTIFICATIONS

- Commission on Accreditation
of Rehabilitation Facilities
(CARF)
- Healthy Families America
- Better Business Bureau
- ISO 9001 - 2008

SENIOR MANAGEMENT

James Bosley
President and CEO

Jody Reschar
Executive Vice President and COO

John Broady
Senior Vice President and CFO

Bonnie Long
Senior Vice President and CAO

Elizabeth Boyd
Director of Family Services

Hope Huling
Director of Adult Services

Melissa Olsen
Controller

Jean Robbins
Director of WIC

Kim Tungate
Executive Assistant



New Lives, New Futures, New Hope

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